



COPY OF PAPERS  
ORIGINALLY FILED

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor named

Inventor : Brent Magouirk et al.

Appln. No.: 10/052,577

Filed : January 18, 2002

For : CUSTOMER MANAGEMENT SYSTEM

Docket No.: S77.12-0002

Group Art Unit: 2611

Examiner: ---

### LETTER TO OFFICIAL DRAFTSPERSON

Commissioner for Patents  
Washington, D.C. 20231

I HEREBY CERTIFY THAT THIS PAPER IS BEING  
SENT BY U.S. MAIL, FIRST CLASS, TO THE  
ASSISTANT COMMISSIONER FOR PATENTS,  
WASHINGTON, D.C. 20231, THIS

17<sup>th</sup> DAY OF April, 2002.  
Christopher L. Holt  
PATENT ATTORNEY

Sir:

Enclosed are **sixteen** (16) sheets of formal drawings for  
filing in the above-identified application.

Respectfully submitted,

WESTMAN, CHAMPLIN & KELLY, P.A.

By: Christopher L. Holt  
Christopher L. Holt, Reg. No. 45,844  
Suite 1600 - International Centre  
900 Second Avenue South  
Minneapolis, Minnesota 55402-3319  
Phone: (612) 334-3222 Fax: (612) 334-3312

CLH:slg

# FEE TRANSMITTAL



Complete if Known

Application No. 10/052,577  
 Filing Date January 18, 2002  
 First Named Inventor Brent Magouirk et al.  
 Title CUSTOMER MANAGEMENT SYSTEM  
 Group Art Unit 2166  
 Examiner Name  
 Atty. Docket Number S77.12-0002

Total Amount of Payment \$ 475

## METHOD OF PAYMENT (Check One)

1. ☒ The Director is hereby authorized to charge any additional fee required under 37 C.F.R. § 1.16 and 1.17, including any petition fee, and credit any over payments to Deposit Account No. 23-1123.  
 Westman, Champlin & Kelly, P.A.

2. ☒ Check Enclosed

## FEE CALCULATION

### 1. BASIC FILING FEE

Large Entity		Small Entity		Fee Description	
Fee	Fee	Fee	Fee		
Cod	(\$)	Code	(\$)		
101	740	201	370	<input checked="" type="checkbox"/> Utility Filing Fee	
106	330	206	165	<input type="checkbox"/> Design Filing Fee	
108	740	208	370	<input type="checkbox"/> Reissue Filing Fee	
114	160	214	80	<input type="checkbox"/> Prov. Filing Fee	
Subtotal (1) \$ 370					

### 2. EXTRA CLAIM FEES

	Number Claims	Prior**	Extra	Fee from Below	Fee Paid
Total	20	20	0	9	0
Indep.	3	3	0	42	0

Multiple Dependent Claims

\*\* Insert 3 and 20, or number previously paid if greater; Reissue see below

Large Entity		Small Entity		Description	
Fee	Fee	Fee	Fee		
Code	(\$)	Code	(\$)		
103	18	203	9	Claims in excess of 20	
102	84	202	42	Independent claims in excess of 3	
104	280	204	140	Multiple Dependent Claims	
109	84	209	42	Reissue Independent Claims over Original Patent	
110	18	210	9	Reissue claims in excess of 20 and over original patent	

Subt tal (2) \$ 0

## FEE CALCULATION (Continued)

### 3. ADDITIONAL FEES

Large Entity		Small Entity		Fee Description	Fee Paid
Fee	Fee	Fee	Fee		
Code	(\$)	Code	(\$)		
105	130	205	65	Surcharge - Late filing fee or oath	65
127	50	227	25	Surcharge - Late provisional Filing Fee or cover sheet	
139	130	139	130	Non-English specification	
147	2,520	147	2,520	For Filing a Request for Reexamination. (ex parte)	
115	110	215	55	Extension for reply within first month	
116	400	216	200	Extension for reply within second month	
117	920	217	460	Extension for reply within third month	
118	1,440	218	720	Extension for reply within fourth month	
128	1,960	280	980	Extension for reply within fifth month	
120	320	220	160	Filing a brief in support of an appeal	
121	280	221	140	Request for oral hearing	
148	110	248	55	Terminal Disclaimer Fee	
140	110	240	55	Petition to Revive - unavoidable	
141	1,310	241	670	Petition to Revive - unintentional	
142	1,310	242	670	Utility/Reissue issue fee (inc. advance copies)	
143	490	243	260	Design issue fee (inc. advance copies)	
122	130	122	130	Petitions to the Commissioner	
123	50	123	50	Petitions related to provisional applications	
126	180	126	180	Submission of Information Disclosure Statement	
581	40	581	40	Recording each patent assignment per property (times number of properties)	40

Other Fee (specify) \_\_\_\_\_

Subt tal (3) \$105

Signature Christopher L. Holt  
 (Christopher L. Holt)

Reg. No. 45,844

Date 4/17/02

Deposit Account No. 23-1123

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2. ☒ Check Enclosed

## FEE CALCULATION

### 1. BASIC FILING FEE

Larg Entity Small Entity

Fee Fee Fee Fee

Code (\$) Code (\$) Fee Description

101 740 201 370 ☒ Utility Filing Fee

106 330 206 165 ☐ Design Filing Fee

108 740 208 370 ☐ Reissue Filing Fee

114 160 214 80 ☐ Prov. Filing Fee

Subtotal (1) \$ 370

### 2. EXTRA CLAIM FEES

Number Prior\*\* Extra Fee from Fee Paid  
Claims

Total 20 20 0 9 0

Indep. 3 3 0 42 0

Multiple Dependent Claims

\*\* Insert 3 and 20, or number previously paid if greater; Reissue see below

Larg Entity Small Entity  
Fee Fee Fee Fee Description  
Code (\$) Code (\$)

103 18 203 9 Claims in excess of 20

102 84 202 42 Independent claims in excess of 3

104 280 204 140 Multiple Dependent Claims

109 84 209 42 Reissue Independent Claims over Original Patent

110 18 210 9 Reissue claims in excess of 20 and over original patent

Subtotal (2) \$ 0

## FEE CALCULATION (Continued)

### 3. ADDITIONAL FEES

Large Entity Fee	Small Entity Fee	Fee Description	Fee Paid
Code (\$)	Code (\$)		
105 130	205 65	Surcharge - Late filing fee or oath	65
127 50	227 25	Surcharge - Late provisional Filing Fee or cover sheet	
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123 50	123 50	Petitions related to provisional applications	
126 180	126 180	Submission of Information Disclosure Statement	
581 40	581 40	Recording each patent assignment per property (times number of properties)	40

Other Fee (specify) \_\_\_\_\_

Subtotal (3) \$105

Signature Christopher L. Hitt  
(Christopher L. Hitt)

Reg. No. 45,844

Date 4/17/02

Deposit Account N. 23-1123